IT Initiative Supplement

April 23, 2010

I. Project Description

Project Title: TEAMS Maintenance and Support
Brief Description of the Project Title: The Economic Assistance Management System (TEAMS) is used for eligibility determination and benefits issuance for the SNAP and TANF (cash assistance) programs. Enhancements and maintenance of the TEAMS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

Statewide Priority: 1
Agency Priority: 1
Estimated Completion Date: FY2013
IT Project Biennium: FY2010-11, FY2012-13
Request Number:
Version:

Agency Number: 6901
Agency Name: Department of Public Health and Human Services
Program Number:
Program Name: Health and Community Services Division

A. Type of Project (check all that apply)

- **Enhancement**
- **Replacement**
- **New**
- ✓**O&M**

B. Type of System (check all that apply)

- **Mid-Tier**
- ✓**Mainframe**
- **GIS**
- **Web**
- **Network**
- **Desktop**

II. Narrative

C. Executive Summary

Project Purpose:

A wide variety of partially connected, time-consuming, and error prone manual eligibility processes were in use prior to the TEAMS project. As the project name implies, the purpose of TEAMS was to replace these with a single automated Food Stamps, AFDC, and Medicaid Income System (FAMIS).

With the development of TEAMS, a Maintenance and Enhancement (M&E) project was incorporated. The purpose of the support plan is to outline an infrastructure to maintain optimal system performance as well as to prioritize and incorporate changes to the system to meet new federal and state mandated programs and policies.

Project Objectives:

The Information Technology Facilities Management (ITFM) Support Plan addresses the following:

- Site preparation and technical environment
- Organizational description and management processes
- Plan for software application support
- Separate plans for maintenance and enhancement workflow
- Plan for prioritizing enhancements (change control)
- Program change and system documentation
- Development tools, procedures and standards
- Management tools and procedures
- Training plans
- Invoicing
- System performance standards

The long-term goals are;

- Eliminate obsolete manual processes for the determination of eligibility for AFDC (TANF), Food Stamps and Medicaid programs by incorporating income/resource and expense budgeting logic within the system
- Provide tools such as system correspondence functionality, worker alerts and case notes to improve case documentation and optimize eligibility
- Functionality to issue benefits for all three programs from a single system
- Store, process and interface over/under issuance information with an external accounts receivable system
- Receive SSA beneficiary information via interface and populated to eligibility screens to facilitate the accurate determination of eligibility for all programs

- Electronically match data with other systems to detect duplication of assistance or fraudulent activity
- Provide data and/or functionality to coordinate with public assistance peripheral programs such as Child Support Enforcement, Managed Care, Third Party Liability and Medicaid Management Information System (MMIS)
- Provide a database for the collection, storage and reporting of client demographics, household composition and financial information for Medicaid Eligibility
- Collect and supply data for high-level program management decision support

Technical Implementation Approach:

The TEAMS production environment has been operational on the mainframe supported by the Department of Administration, Information Technology Services Division (ITSD) since August 1991 when the system first began pilot implementation. In addition to the production environment, there are two (2) testing areas (test and quality assurance) and one (1) training area that are supported by Northrop Grumman for TEAMS operations.

- The Mainframe Development area consists of several separate databases that mirror the production area in data definition, but contain small amounts of data. This area is used by the programming staff and DPHHS to test changes prior to their migration to the production environment.

- The Mainframe Quality Assurance (QA) area provides a higher-level testing area that can be used by Northrop Grumman or DPHHS for testing modified or new program modules. This area is protected from the ongoing changes that continually take place in the test area. Program modules will be more thoroughly tested in this QA area before final migration to the production environment.

Each of these test areas contains a separate PANVALET library and Integrated Data Management System (IDMS)/Integrated Data Dictionary (IDD) data dictionary to ensure separation of code between areas. Versions of code are moved between areas using a set of Interactive System Productivity Facility (ISPF) dialogs under the Northrop Grumman ToolKit Facility. The dialogs ensure security and validity of the versions of code in each area.

- The Mainframe Training area is a database strictly used for storing training data. The training environment makes use of the QA load module library to ensure that up-to-date and reliable software is in use for each training session.

In addition to the mainframe technical environment, a Desktop Development Environment (DDE) was implemented in 2003 by Northrop Grumman programming staff to code software changes and conduct unit testing. The purpose for implementation of the DDE was to reduce mainframe accessing costs during coding and testing. The DDE is comprised of production and staging areas residing on local servers.

- The DDE Production environment is used for development and unit testing. The staging environment is used for testing new software releases. The production environment is composed of a Xitec Data Dictionary, Xitec runtime services, Micro Focus Mainframe Express, Merant PVCS Tracker and Version Manager.

- The Xitec Data Dictionary mimics an IDMS Data Dictionary. The data dictionary in the DDE production environment contains all entities that are found in the mainframe test dictionary. These entities include schemas, subschemas, records, elements, segments, file descriptions and application threads.
- Xitec runtime services contain the components required to run online applications and the batch programs in the LAN environment.
- MicroFocus Mainframe Express is a COBOL development and batch runtime environment.
- Merant Version Manager software provides configuration control integrated with Mainframe Express.
- Merant PVCS Tracker software provides problem reporting and monitoring software.
- The DDE Staging environment is a mirror image of the DDE production environment in which new software from Xitec, Merant and MicroFocus can be tested without impacting development occurring in the DDE production environment

Project Schedule and Milestones:

D. Business and IT Problems Addressed

Operating in O&M production since it' implementation, TEAMS projects are currently classified under System Change Requests (SCR) as either enhancements or maintenance projects.

With the implementation of the Combined Health Information and Montana Eligibility System (CHIMES) on 10/01/2009, TEAMS is no longer used in the determination and issuance of Medicaid and Medicare Savings Program related benefits of QMB, SLMB, and QI1. For ongoing TANF and SNAP assistance, the following process is used to address Business and IT Problems:

Maintenance Projects

TEAMS users report problems to the contractor run TEAMS help desk daily, where they are documented, validated, and evaluated by contractor management for potential showstopper status.

Showstopper SCRs are defined as an immediate system failure, such as screen abend or process abort that interrupts the normal flow of work. Given the highest maintenance priority, showstoppers are assigned by the contractor to a developer for immediate resolution and restoration of service.

Maintenance SCRs have a wider scope of definition, which can include a range of issues from problems that interrupt the delivery of benefits, impede the eligibility determination process, interrupt the flow of interface data, interfere with system data display or reporting to simpler nuisance issues needing to be addressed.

Maintenance SCRs are reviewed weekly by TSD/PMB, where they are assigned a priority based upon the level of severity and need for resolution. Contractor staff use these priorities to assign work to developers accordingly. Customers contact PMB as needed for status and requests to elevate priorities as dictated by circumstances and need.

Enhancement Projects

Customer initially evaluate potential enhancement needs based upon Federal mandate and implementation requirements in light of current state plan for TANF and SNAP assistance. Possible alternative are considered at this stage to minimize costs while conforming to program/policy requirements.

Enhancement requests are communicated to TSD/PMB, where requirements are gathered based upon meetings with the customer. Once validated, requirements are documented in project initiation documents that are review and approved by the customer, TSD/PMB and the contractor.

Alternative solutions are considered at this phase of initiation as well. These can include consideration of existing processes or systems, cost considerations and any avenue that might be available to meet the need while minimizing cost and time implications for each enhancement.

A TEAMS Change Control committee meets to review and prioritize all new enhancement requests. Highest priorities are assigned to requests with federally mandated implementation dates. Alternative solutions are also discussed at Change Control as requirements and circumstances change over time which can affect the need for certain enhancements.

Milestones

For both enhancement and maintenance projects, progress and milestones are reported during weekly TEAMS status meetings. The contractor reports information concerning the completion of both maintenance and enhancement projects. Status meetings also allow TSD/PMB to provide direction to the contractor and gather current project related information to coordinate with the customer as needed.

In addition to weekly status, TEAMS also generates a monthly status report for project milestones completed, and a monthly overview of project activities.

III. Costs

G. Estimated Cost of Project:

Estimated Cost of Project		FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1.	Personal Services - IT Staff	0						0
2.	Personal Services - Non IT Staff							0
3.	Contracted Services	1,872,236	1,903,143	1,250,100	1,250,100	277,800	277,800	6,831,179
4.	ITSD Services	1,508,545	1,032,105	1,032,105	1,032,105	525,545	525,545	5,655,950
5.	Hardware	91,267	140,429	140,429	140,429			512,554
6.	Software							0

7.	Telecommunications							0
8.	Maintenance	810	806	806	806			3,228
9.	Project Management							0
10.	IV & V							0
11.	Contingency							0
12.	Training							0
13.	Other	320,704	269,446	269,446	269,446			1,129,042
Total Estimated Costs		3,793,562	3,345,929	2,692,886	2,692,886	803,345	803,345	14,131,953

Total Funding:

IV. Funding

H. Funding

Total Funding

Fund		FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1.	01100	1,637,347	1,444,262	1,162,378	1,162,378			5,406,364
2.	02381	6,392	828	666	666			8,553
3.	03598	2,149,823	1,900,839	1,529,842	1,529,842			7,110,346
4.								0
5.								0
6.								0
Total Estimated Costs		3,793,562	3,345,929	2,692,886	2,692,886	0	0	12,525,263

Cash/Bonded:

Bill Number:

V. Cost upon Completion

1. **Operating Costs upon Completion**
   This is an ongoing effort and does not have a completion date.

FTE:

Personal Services Costs:

Operating Costs:

Maintenance Expenses:

Total Estimated Costs:

2. **Funding Recap**
This is an ongoing effort and does not have a completion date.

Fund Type:

Amount:

Total Funding:

V. Risk Assessment

A. Current IT Infrastructure Risks

1. Current application 10+ years old? yes
Date of last major upgrade?

2. Current application is based on old technology? yes

TEAMS is a mainframe application using a COBOL based IDMS database accessed by users through ACF security software.

3. Is the agency not capable of maintaining the current application with internal technical staff? no

The current TEAMS application is supported under the ITFM contract currently held between the agency and Northrop Grumman. It has been determined by the agency that the TEAMS project will be replaced by a web-enabled, business rules (Jrules) powered application. The first phase of this replacement was completed with the implementation of CHIMES on 10/01/2009. Eligibility determination and issuance for SNAP and TANF is expected move from TEAMS to systems incorporating CHIMES style architecture within the next few years.

4. Other IT infrastructure risks? _____
If yes, provide further detail.

B. Current Business Risks

1. What are the risks to the state if the project is not adopted? N/A

2. Does the current application meet current business requirements? yes

If "no", what specific business functions does the application lack?

C. Project Risk Assessment

1. Describe any major obstacles to successful implementation and discuss how those obstacles will be mitigated.

Table H Risk Assessment

Description	Severity (H/M/L)	Probability of Occurrence (%)	Estimated Cost	Mitigation Strategy